

# Marc Sibson

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## Profile

A problem solving leader who loves challenges and growth. After ten years as a Software Developer, I've become more focused on helping others thrive and excel. As a leader I've discovered an appreciation for the complexity of people and the numerous obstacles that we need to overcome to create outstanding products, value and teams. As a developer, I successfully juggled evolving requirements and blended new technologies into robust and elegant products. I ran the gamut from full-stack web development, creating and operating distributed highly available systems, crafting custom lightweight Linux distributions, down to kernel drivers and embedded device development.

## Expertise

### Leadership

Agile practices, Facilitation, Fostering collaborative culture, Empathy, Mentoring, clear and concise communication, Understanding and Balancing business needs, Ruthless prioritization

### Technical Domains

Distributed, Concurrency, Multi-threaded, Networked, Embedded, Control Systems GNU/Linux, NetBSD, Cross-platform, Configuration Management, Continuous Integration, Build Processes and High Availability

### Languages, Tools, Libraries, Technologies

Python, C, HTML, JavaScript, C++, Bash, Make, Java, Lua PostgreSQL, Redis, Kafka, AWS, Memcached, KVM Django, gevent, Twisted, dpkg, Openembedded, Flask, Ansible, Chef, Terraform Git, Subversion, Ubuntu, Jenkins, Heroku, AWS

## Experience

### Engineering Manager, Heroku/Salesforce

**Aug 2016 - Present** *Remote (Vancouver, BC/Brampton, ON)*

- Support and facilitate individual's personal growth and build a diverse remote, autonomous team
- Uphold and build a blameless culture that aligns with our values of trust, customer success, innovation and equality
- Focus team on today's goals while continually improving delivery, code quality, process maturity, and overall team health
- Collaborate with cross-functional leaders to unblock, align and influence other teams to ensure success for the team and business
- Aggressively pursued vision for transformational product direction while balancing obligations to existing strategic business, customers and team

### Team Lead, Heroku/Salesforce

**Dec 2015 - Aug 2016** *Remote (Vancouver, BC)*

- Lead fully remote team to ensure consistent delivery of high value and high quality features
- Collaborate with cross-functional leaders to define product roadmap
- Champion reduction of technical debt and service scalability and reliability
- Work with Sales and Support to address and de-escalate issues for strategic customers

# Marc Sibson

## **Principle Member of Technical Staff, Heroku/Salesforce**

**Aug 2014 - Dec 2015** *Remote (Vancouver, BC)*

- Backend distributed systems development of Heroku Connect, a bi-directional database synchronization engine for Salesforce Core CRM Data.
- Drive improvements to service reliability, including improving platform observability, architectural change and bootstrapping CI/CD effort,
- Build release confidence by introducing integration canaries, improved automated test coverage and performance optimization
- Influence product roadmap to ensure continuation of sustainable and successful engineering efforts
- Consistently deliver high value features to address product gaps ensuring customer success
- Identify and build out patterns, frameworks and documentation to increase team velocity
- Contribute back to OSS with bug fixes, and release of components built in support of the product.

## **Lead Software Engineer (Full Stack Web), Tindie**

**May 2013 - Aug 2014** *Remote (Vancouver, BC)*

- Full stack development for a two-sided marketplace, based on Django/JQuery/Knockout/Bootstrap
- Reduced hosting costs more than 60% on AWS infrastructure, while improving reliability, performance and maintainability
- Led design and development of accounting, shipping, fraud detection, analytics and image management systems
- Demonstrated ability to work with a distributed international team in a startup environment

## **Lead Software Developer (Distributed Systems), Evertz Microsystems**

**April 2008 - May 2013** *Remote (Vancouver, BC)*

- Entrusted with development of new products for entry into existing competitive markets
- Responsible for developing API services, storage, OS configuration and deployment, testing and build infrastructure for an instant replay system while providing design guidance to team members for optimising system for low latency
- Architect a highly available audio and video router control system, consisting of many Twisted services for coordination, path-finding and clustering. Coordinated with front end teams who created a TurboGears Web front end and physical control panels
- Communicated with customers and on-site support to install, configure and troubleshoot beta installations of business critical systems at major networks including NBC, Fox, MTV and the Olympics
- Mentored junior engineers through coaching, design and code reviews
- Evangelised and drove adoption of new technologies via creation of functional prototypes and developing in house training materials
- Proven work ethic, independence, time management, and communication skills through the timely execution and completion of projects while working remotely with quarterly trips to head office

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## Senior Software Developer (Embedded), Evertz Microsystems

April 2004 - 2008 *Burlington, On*

- Identified need for improved processes and introduced CMS tools and policy that became adopted company wide
- Well versed in cross-platform support through development of libraries and build processes targeting Win32, Linux, BSD, OSX and a custom RTOS
- Familiar with 3D graphics pipeline from creation of scene graph based live video renderer prototype
- Managed and developed Linux platform support: x86, Atom and Davinci(ARM)
- Developed embedded applications with Motorola Coldfire, PowerPC and ARM processors including boot loaders and initial bring up of hardware
- Experience with the full software life cycle: requirements gathering, project definition, design, implementation, testing, support, maintenance and hand off
- Designed JSON-RPC like protocol and implemented parsers

## Studies

- Problem Solving Leadership *with Ester Derby and Don Grey*
- Search inside Yourself
- Crucial Conversations
- Software Leadership Seminar with *Marcus Blankenship*
- Student Internship, *Evertz Microsystems*
- NSERC Research Grant, *McMaster University*

## B.Sc Computer Science Specialist, McMaster University

September 1997 - April 2002

- Awarded Gerald L. Keech Medal, Dr. R.A. Thompson Prize In Mathematics, University Senate Scholarship (twice), and Dean's Honour List
- Created a real-time, multi-player, networked, cross-platform game engine and multiple games for the senior thesis project.
- Studied Operating Systems, Computer Architecture, Computer Graphics, Data Structures, Software Engineering, Artificial Intelligence, Graph Theory, Linear Algebra and Combinatorics
- Teaching Assistant responsible for running tutorials, grading and electronic support

## Graduate Studies, Computer Science McMaster University

Sept 2002 - April 2004

- Awarded Ontario Graduate Scholarship
- Completed course work in Human Computer Interface, Combinatorics and Computing, Object Oriented Design, Independent Study - User Interface Tools
- Teaching Assistant responsible for creating assignments, grading, assisting students with questions, offering feedback and guidance for several undergraduate courses